



County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

December 6, 2013

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

Mitchell H. Katz, M.D.
Director, Department of Health Services

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HEALTH CARE REFORM IMPLEMENTATION TASK FORCE UPDATE

This is to provide the Board with a report of progress made by the Department of Health Services (DHS)/Chief Executive Office (CEO) Health Care Reform Implementation Task Force (Task Force).

On December 10, 2012, my office informed your Board that the CEO and Director of Health Services would create a Task Force for Health Reform to focus coordination among the five County departments whose services are vital to the successful implementation of health reform within Los Angeles County. We are now providing you with the achievements of the Task Force and stakeholder departments since our last report of October 4, 2013.

DEPARTMENT OF HEALTH SERVICES (DHS)

To date, twenty six (26) Relief Registered Nurses (RN's) have been selected for the Internal Nurse Registry pilot program at LAC+USC Medical Center and are in various stages of the streamlined hiring process. Once the required orientation is completed, the Relief RN's will be assigned to supplement core RN staff within the following areas: Emergency Room, Intensive Care, Medical-Surgical, Pediatrics, Psychiatry, Obstetrics & Gynecology, and Ambulatory Care. Seven (7) of the Relief RN's began orientation on November 18, 2013; one (1) Relief RN is scheduled to begin orientation on December 1, 2013.

"To Enrich Lives Through Effective And Caring Service"

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The DHS Managed Care Services (MCS) reorganization, including the Business Office, was discussed at the October 17, 2013 Operations Cluster meeting and also at the October 23, 2013 Health and Mental Health Services Cluster meeting. The reorganization was then presented to your Board on November 5, 2013 and approved on November 12, 2013. As previously advised, CEO Classification/Compensation provided DHS with a final position allocation report relative to the positions requested for the Business Office and DHS indicated they would be appealing some of the allocations. DHS and CEO Classification/Compensation had a meeting on October 30, 2013 to review the DHS appeal of certain position allocations; and the CEO has responded with revised allocations that DHS is agreeable to.

Additional Business Office progress includes:

- On October 8, 2013, the Health Net Board letter was approved and provided DHS with delegated authority to execute a contract which allows DHS to participate in Health Net's provider network. The MCS Business Office is conducting weekly project implementation meetings with Health Net and the contract with Health Net is expected to be finalized by the beginning of December.
- Both L.A. Care and Health Net are adding reciprocity language to their contracts which will enable Health Care LA, Independent Physician Association (HCLA) / MedPoint to continue using DHS as a specialty care provider for those HCLA members transitioning into Medi-Cal who previously received specialty care services within DHS facilities.
- At a meeting with DHS on October 8, 2013, CareFirst expressed their interest in being included in the DHS network for primary care; DHS does not share this interest. However, CareFirst and DHS share a mutual interest in establishing a contract for DHS to provide specialty care services to CareFirst members. DHS is in the process of providing CareFirst with information regarding specialty services that DHS would be interested in contracting to provide.

As of October 31, 2013 there were 289,871 members enrolled in Healthy Way L.A. (HWLA); this represents 96.6 percent of the DHS goal for 300,000 enrolled members by the end of the calendar year. The Department is confident that it will meet or exceed the target membership.

As of October 30, 2013, the new DHS telephone system was fully operational at all six (6) comprehensive health centers, the Martin Luther King, Jr. (MLK) Multi-Service Ambulatory Care Center, and at the following five (5) health centers: Bellflower, Dollarhide, Glendale, Lomita, and Wilmington. As previously reported, the "go live" date for La Puente and San Fernando is pending determination of a port date by the new telephone carrier.

FIRE DEPARTMENT

The Fire Department continues to work on implementation of a First Response Fee to be billed by the County to claim funds through the Ground Emergency Medical Transportation (GEMT) program. This fee is already being assessed by other city and county fire departments, including Sacramento, West Covina, and Novato. The fee can be as high as \$385.00 and, although denied by Medi-Cal, is being paid by commercial carriers.

The Fire Department is in the process of developing a fee structure which will be presented for Board approval by the end of this calendar year. The Fire Department will be required to serve as the “biller” for the First Response Fee and a Medi-Cal provider number will also be required. Other municipal and county Fire Departments with this process already in place will have the opportunity to claim funds retroactive to July 1, 2013.

DEPARTMENT OF MENTAL HEALTH (DMH)

DMH will seek to enhance the County’s position to implement health care reform. While initial plans continue to evolve, there has been substantial progress toward achieving the department’s overall goals. Since the conception of behavioral health homes, DMH has developed several different variations which include the MLK Augustus F. Hawkins collaboration and the introduction of a Federally Qualified Health Center (FQHC) into the Rio Hondo Mental Health Center. Additionally, the DMH Mental Health Services Act Innovations program is piloting and evaluating additional variations of behavioral health home models that are well underway.

The work related to establishing care transition teams is in progress, but is dependent upon the timelines for budget, classification, recruitment, and training. DMH has identified job classifications for implementation of the proposed care transition teams and provided them to CEO Classification/Compensation for review prior to including them in the FY 2014-15 Recommended Budget Request. The ability to hire on these positions relies upon the final position allocations from CEO Classification/Compensation and the department’s ability to hire on ordinance items in advance of the positions being included in the budget.

DEPARTMENTAL OF PUBLIC SOCIAL SERVICES (DPSS)

We continue to be available to assist DPSS on any Health Care Reform task. A summary of DPSS achievements since inception of the Health Care Reform Task Force includes the following:

- Staff certification and training for processing redeterminations and new applications.
- Processing of backlog and pending HWLA cases.

- Resolution of issues related to DHS funding/claiming for DPSS costs associated with HWLA intake and ongoing eligibility activities.
- Development and implementation of staffing solutions to meet the demand of increased Medi-Cal applications commencing October 2013.

DEPARTMENT OF PUBLIC HEALTH (DPH)

DPH continues to realize progress relating to billing improvements for their clinic-based services:

- Board approval was obtained to proceed with Cardea Services to establish a Business Associate Agreement for consultation and technical assistance regarding billing for services in the Public Health Clinics; Cardea will begin their assessment in December 2013.
- DPH met with UP Technology to assess their billing systems and determine applicability within DPH.
- DPH met with Cerner to review their electronic medical record, pharmacy and laboratory systems.
- DPH is hiring a second patient navigator by December 31, 2013 to assist with the collection of billing information in addition to referring patients for enrollment; there are plans to implement a patient navigator at two additional sites.
- Meetings continue with Sutherland (DPH's clearinghouse) to identify process improvements to ensure adequate billing.
- To enhance effective billing, Health Management Information Systems (HMIS) is modifying the patient encounter form to reflect the ICD-10 code revisions.
- DPH has established a departmental goal to ensure the implementation of an electronic billing system capable of effectively billing for Community Health Services for all 14 public health centers.

SHERIFF'S DEPARTMENT (LASD)

The Task Force continues to work with the LASD to maximize federal reimbursement available under the Affordable Care Act. Two major goals include the enrollment of all eligible jail inmates into Medi-Cal or Covered California and to establish alternatives to incarceration.

- LASD is currently working with DPSS and the Medicaid Administrative Activities coordinator for Los Angeles County to establish a program and process for enrolling inmates that will be both "claimable" and also reach the maximum number of

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potential enrollees. Within the past month, LASD submitted a proposal to your Board seeking to add personnel to service this function.

- On October 28, 2013, several Los Angeles County departments – including LASD, DHS, DPH, DMH, CEO, and Probation attended a session devoted to “Increasing Safety and Reducing Costs Under Realignment and the Affordable Care Act” for the purpose of identifying needs and potential opportunities under ACA, including the availability and process for viable alternatives to incarceration.

A report of the Task Force activities and progress will be presented to your Board on a regular basis.

If you have any questions or require additional information, please contact me, or your staff may contact Gregory Polk at (213) 974-1160 or via e-mail to gpolk@ceo.lacounty.gov.

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